

#

E-01345A-11-0224

ORIGINAL



0000130105

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe OrtizPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2011 - 99467Date: 9/27/2011Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:

Arizona Corporation Commission

Complaint By:

Candice

Bruce

DOCKETED

Account Name:

Candice Bruce

Home:

SEP 28 2011

Street:

n/a

Work:City:

n/a

CBR:State:

AZ

Zip: 0000

is:

DOCKETED BY

Utility Company:

Arizona Public Service Company

Division:

Electric

Contact Name:Contact Phone:Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Customer is 82 years old and lives on a fixed income. Customer does not understand why everything continues to increase in cost when people can not afford to keep up with these increases. Customer lives with just the bare minimums and does not have anything else she can sacrifice to cover an increase in her utility bills. Customer asks the Commission to please deny the proposed rate increases from APS and SWG.

End of Complaint

Utilities' Response:Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed:Opinion No. 2011 - 99467AZ CORP COMMISSION
DOCKET CONTROL

2011 SEP 28 P 12:36

RECEIVED

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 542-1106

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99464

Date: 9/27/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Norman Last: Payne

Account Name: Norman Payne Home

Street: Work:

City: Scottsdale CBR:

State: AZ Zip: 8 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: Contact Phone: (602)

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Customer is opposed to the proposed rate increases from APS and SWG. Per customer, this is not the time to raise rates, especially during a time when the economy is so bad. Customer asks the Commission to protect senior citizens from a potential rate increase as seniors have not received any type of increase in their Social Security or pension plans.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99464

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion

No. 2011 - 99462

Date: 9/27/2011

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Hubert

Brackeen

Account Name:

Hubert Brackeen

Home

Street:

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 85373

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone: (

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Customer is not in favor of any rate increases at this time. Customer is retired and lives on Social Security benefits. Per customer, he has not received an increase in his benefits since 2008 and as a result has had no other choice but to make ends meet. Customer feels that APS and SWG should be required to do the same and find another way to get by.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99462

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: (602) 542-2122

Priority: Respond Within Five Days

Opinion No. 2011 - 99468

Date: 9/27/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Cheryl Last: Coxon

Account Name: Cheryl Coxon Home

Street: Work:

City: casa grande CBR:

State: AZ Zip: 85122 is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 542-2222

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Customer states that APS is killing their customers with their continued requests for rate increases. Customers are already struggling every day to get by and after looking at the payroll for APS Executives it is clear that the Company is not in need of a rate increase. APS needs to reduce the pay to their staff to cover the shortfalls they claim to have.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99468

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99473

Date: 9/27/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Nancy Last: Curtis

Account Name: Nancy Curtis

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR

State: AZ Zip: 00000

is: Cellular

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Customer left a voicemail message with the Commission's Utilities Division stating "Please do not raise APS and SWG rates".

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99473

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99471

Date: 9/27/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Marianne

n/a

Account Name: Marianne n/a

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Voicemail Received:

Customer left a message with the Commission's Utilities Division asking that the Commission to not raise APS and SWG rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99471

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (6

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99494

Date: 9/27/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Ed

Armstrong

Account Name:

Ed Armstrong

Home

Street:

Work:

City:

Camp Verde

CBR:

State:

AZ Zip:

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone

Nature of Complaint:

OPINION OPPOSED

RE: Docket No. E-01345A-11-0224

Customer states that he was amazed to read that APS serves over six million customers in Arizona and that APS also provides electricity to California.

Customer wonders if APS is charging its customers in California the same amount as the people in Arizona. Per customer, from what he understands APS is proposing to reduce rates to its commercial customers but is asking to increase rates to its middle class and poor customers, so basically the middle class and poor will support the wealthy. Customer asks the Commission how this is fair?

There is no need for APS to build new lines to communities that may or may not develop. APS needs to STOP wasting money they claim not to have.

Customer is opposed to any further rate increases for APS and hopes the Commissioners will not close their eyes to the customers that are suffering every day and going without food and medication just because of APS' high electric rates.

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End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 9/27/2011

Opinion No. 2011 - 99494

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99481

Date: 9/27/2011

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Sylvia** **Clark**

Account Name: Sylvia Clark

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: 7500

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Customer left a message with the Commission's Utilities Division stating that she lives on a fixed income and can not afford an increase in her APS and SWG rates. Customer asks the Commission to please don't raise rates.

End of Complaint

Utilities' Response:

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Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99481

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 964-2000

Fax: (602) 964-2000

Priority: Respond Within Five Days

Opinion No. 2011 - 99485

Date: 9/27/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Mary

n/a

Account Name: Mary n/a

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 964-2000

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Customer left a voicemail message with the Commission's Utilities Division stating that she is against the 7% rate increase APS is requesting. Per customer, she is barely making ends meet any rate increase at this point would be uncalled for.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99485

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax: 520-512-2400

Priority: Respond Within Five Days

Opinion No. 2011 - 99480

Date: 9/27/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: **Ria** Last: **Diamond**

Account Name: Ria Diamond

Home: (000) 000-0000

Street: n/a

Work:

City: Buckeye

CBR:

State: AZ Zip: 00000

is: Cellular

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Customer is a senior citizen and has had no raise in her Social Security income since 2008. Customer lives in an RV Park and has no control over the rate plan she is served under. Customer begs the Commission to please not raise APS rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99480

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone

Fax:

Priority: Respond Within Five Days

Opinion

No. 2011 - 99484

Date: 9/27/2011

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Roger

n/a

Account Name:

Roger n/a

Home: (000) 000-0000

Street:

n/a

Work:

City:

Sun City

CBR:

State:

AZ

Zip: 00000

is:

Utility Company.

Arizona Public Service Company

Division:

Electric

Contact Name:

For assignment

Contact Phone:

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Customer left a voicemail message with the Commission's Utilities Division stating that this is not the type of economic climate for raising rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99484

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99479

Date: 9/27/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **W.T.**

Jones

Account Name: W.T. Jones

Home: (000) 000-0000

Street: n/a

Work:

City: Kingman

CBR:

State: AZ Zip: 00000

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name:

Contact Phon

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Customer left a voicemail message with the Commission's Utilities Division stating that he is against APS' proposed Rate increase. Customer states that this is not the time to raise rates, especially since Social Security has not given any increases since 2008.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99479

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

6

Fa:

Priority: Respond Within Five Days

Opinion No. 2011 - 99478

Date: 9/27/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Cynthia**

Shelley

Account Name: Cynthia Shelley

Home: (000) 000-0000

Street: n/a

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Customer left a voicemail message with the Commission's Utilities Division stating that she can not afford to pay higher electric rates. Per customer, she only receives \$747.00 from Social Security on a monthly basis and \$147 of this income goes to APS every month. Customer has more bills than just her APS bill. Customer asks that the Commission not raise rates.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99478

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99476

Date: 9/27/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Loraine

Lockhart

Account Name: Loraine Lockhart

Home: (000) 000-0000

Street: n/a

Work:

City: Peoria

CBR: 62

State: AZ Zip: 00000

is: Cellular

Utility Company. Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone (000) 000-0000

Nature of Complaint:

OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

Customer left a voicemail message with the Commission's Utilities Division stating "Please do not raise APS and SWG rates".

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/27/2011

Opinion No. 2011 - 99476

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99440

Date: 9/26/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Bea**

Kelley

Account Name: Bea Kelley

Home:

Street:

Work:

City: Arizona City

CBR:

State: AZ Zip: ,

is:

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: E-01345A-11-0224

Date: 09/17/11

Name: Bea Kelley

Address:

Arizona City, AZ

Phone:

Email:

Docket No.: E-01345A-11-0224

Utility Co.: APS

Comments: People die from the heat here in Arizona. We personally have done all the right things, using CFL light bulbs, we purchased sun screens (90%) for our windows and purchased swamp coolers. And guess what? Our APS bill went UP. The people are suffering financially while APS continues to make a profit. You cannot expect us to stay alive and continue to pay these outrages power bills. Alternative energy sources should be the norm for Arizona with all of our sunshine. APS should be out of business and we should all be using alternative energy. We should be rewarded for using alternative energy and not suffer financially because APS lost a few bucks. Maybe we should stop selling our power to California and at lower price than the people that live here have to pay.

End of Complaint

Utilities' Response:

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/26/2011

Opinion No. 2011 - 99440

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (602) 254-2000

Fax: (602) 254-2000

Priority: Respond Within Five Days

Opinion No. 2011 - 99432

Date: 9/26/2011

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Carl D. and Marsha L. McKenzie**

Account Name: Carl D. and Marsha L. McKenzie

Home: (000) 000-0000

Street:

Work:

City: n/a

CBR:

State: AZ Zip: 00000

is:

Utility Company: **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (000) 000-0000

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED:

RE: Docket No. E-01345A-11-0224

September 15, 2011

To the Arizona Corporation Commission

RE: Docket No. E -01345A-11-0224

Dear Sirs and Madams,

We wish to protest against APS trying to seek to raise our Electric bills. If you check the facts the people are already paying for their infrastructure and employees by billing for meter readers and billing department.

They placed new meters in Cordes Lakes as well as other places, which are being read by the office personnel, and yet they still charge the people for meter readings.

We the people are already paying for APS to keep other Utility Companies from coming in and giving them competition in their billing.

The cost alone the people are paying for their billing department and meter readers, comes to well over \$14,750.00 how many employees does this pay for a month, as well as the infrastructure billing we the people are paying for that APS does not have to pay, and if you check the billing as we have you will find that the use of electricity used by the people is barely half of the total bill.

The elderly and the middle class and the poor cannot afford to pay any more, since we are the ones that pay for APS Production.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

They are using excuses to get richer, on the backs of the people of Arizona.

We therefore protest along with many ARP members to denigh the application APS has filed for a raise in a permanent base rate increase. When is enough, enough. That time is now.

Sincerely Yours,

Carl D. Mckenzie and Marsha L. McKenzie

Cordes Lakes , Arizona 86333

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/26/2011

Opinion No. 2011 - 99432

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2011 - 99438

Date: 9/26/2011

Complaint Description: 19K Decoupling - Gas & Electric
 N/A Not Applicable

First:

Last:

Complaint By: **Jerome F.**

Grewe

Account Name: Jerome F. Grewe

Home:

Street:

Work:

City: Sun City

CBR:

State: AZ Zip: 85351

is: Cellular

Utility Company. **Arizona Public Service Company**

Division: Electric

Contact Name: For assignment

Contact Phone: (602) 955-6000

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED TO DECOUPLING:

RE: Docket No. E-01345A-11-0224

Date: 09/18/2011

Name: Jerome F. Grewe

Address:

Sun City, AZ 85351

Home Phone: (602) 955-6000

Alt Phone: (602) 955-6000

Email: cgrewe@aps.com

Name of Utility Co.: APS

Name on Bill: Jerome F. Grewe

Account Number:

Company Contacted: Yes

Please help Sun City Seniors and say NO TO DECOUPLING. Re: SWG Docket No G-01551A-10-0458 and APS Docket No. E-01345A-11-0224. Thank you very much.

Jerome and Dolly Grewe

End of Complaint

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed. CLOSED

End of Comments

Date Completed: 9/26/2011

Opinion No. 2011 - 99438
